

To: Resident Council
Brookdale Statesman Club

From: Charlie Dean
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Date: June 16, 2016

Re: Continental breakfast

On **Sunday, May 22** the continental breakfast arrived at around 7:30 am. Before 7:45 am there was no orange juice left and only two muffins left. Only one bottle of orange juice had been sent up. I called the lobby and I was told that more juice could be sent up but no more muffins could be sent up. The continental breakfast seems to be a daily problem, being worse on Sundays. The muffins run out early. The scones last longer as fewer people want them. The orange juice goes quickly. Some juices are usually not completely consumed, if at all. On some days we ran out of Styrofoam cups.

The continental breakfast affects residents more on Sunday, but other days of the week need Council's attention also. It is common to see folks from the first floor coming to the second floor because the food on the first floor is missing. Staff always pours any juice and milk that is left over into the sink, and puts food that is left over in the trashcan. Staff could monitor the situation to determine what is most needed. **It would be best to adjust the production to comport with consumption.** This would cut down on waste and would give residents more. **Council could work with Management on this.** One employee told me that the waiters do not have keys to the refrigerators, and if they had the keys they could address problems better. **This is a management and supervisor problem.**

The only time I nibble from the Continental breakfast is on Sundays when I have two muffins. I am up early so I can get my two muffins on Sundays. Every day I have one glass of orange juice. From a personal perspective, I am not affected at all. However, other residents are adversely affected every day. On some days sweet rolls are available. They are poorly made. There is not enough stuff on the inside and there is not enough topping. The sweet rolls are little more than under-cooked biscuits. Time and resources could be better spent.

On **Sunday, June 12** the continental breakfast had eight muffins and fifteen scones. I ate two muffins. It would make good sense to leave a lot more muffins than scones. Scones are frequently left over and they go in the trashcan. **As I review the Bylaws it is clear that there are mechanisms and tools in place for Council to use to address such problems. Council fails to use its resources. Council should be proactive.**

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